

**REQUIREMENT MODEL FOR ELECTRONIC RECORDS CAR DEALERS  
SERVICE (e-RCDS): TOWARDS SYSTEMATIC MANAGEMENT FOR  
MARKET SERVICE DEPARTMENT AT PERODUA COMPANY**

**A project submitted to Dean of Postgraduate Studies and Research Office in  
partial Fulfillment of the requirement for the degree Master of Science  
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Universiti Utara Malaysia**

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## **ABSTRAK**

Penyimpanan rekod data elektronik adalah salah satu perisian untuk menyokong proses perniagaan dalam organisasi. Namun begitu, organisasi Perodua tidak mempunyai sistem untuk menguruskan data perkhidmatan bagi semua penganalisis kereta mereka. Oleh yang demikian, Jabatan Pemasaran telah menghadapi banyak masalah dalam menguruskan laporan daripada penganalisis mereka. Penyelidikan ini memperkenalkan Model Keperluan Rekod Data Elektronik untuk penganalisis kereta Perodua. Model ini dibangunkan berdasarkan keperluan pengguna dan dalam kajian ini, 3 teknik diaplikasikan untuk mengumpul data dan maklumat seperti temubual, analisis dokumen dan pemerhatian. Unified Modeling Language (UML) telah digunakan untuk mengilustrasi dan memvisualisasikan model keperluan tersebut. Prototaip sistem dibangunkan dengan aplikasi yang sesuai supaya proses pengurusan data perkhidmatan dapat dilaksanakan dengan lebih mudah. Selanjutnya, rekod data elektronik ini akan digunakan oleh sebahagian besar penganalisis kereta Perodua di seluruh Malaysia untuk menghantar data dan membantu eksekutif di Jabatan Pemasaran untuk menerima laporan tersebut secara berkesan. Diharapkan model keperluan ini akan menjadi panduan bagi para penyelidik lain dalam merancang dan meningkatkan lagi kualiti rekod data elektronik pada masa hadapan.

## **ABSTRACT**

An electronic record is one of the tools to support the core of business process in the organization. However, Perodua Company doesn't have any system to manage their dealer's intake data report. Unfortunately, Market Service Department has faced many problems managing their dealer's intake report. This study introduces the Requirement Model for Electronic Record for Car Dealers Service at Perodua Company. The requirement model developed base on user perspectives which is in this study 3 fact finding techniques conducted to capture, collect and collect the data and information such as interview, observation and data collection. The Unified Modeling Language (UML) is used for visualizing and model out the requirement. Using the prototype system recommend with the appropriate application to track their daily, weekly, monthly intake by easy way. Furthermore, the electronic records for car dealer's used in most of the Perodua Dealer's Service Center in Malaysia to maintained the data to help executive in Market Service to track the report effectively. Thus, it is hope that this requirement model will provide guidance and assistance for other researchers in designing and enhancing an e-RCDS in the future.

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## **LIST OF ABBREVIATIONS**

<b>ARRA</b>	<b>American Recovery and Reinvestment Act</b>
<b>EPR</b>	<b>Electronic Patient Record</b>
<b>e-RCDS</b>	<b>Electronic Record for Car Dealer Service</b>
<b>EHR</b>	<b>Electronic Health Records</b>
<b>EMR</b>	<b>Electronic Medical Records</b>
<b>ERMS</b>	<b>Electronic Records Management System</b>
<b>HRDM</b>	<b>Healthcare Domain reference Data Model</b>
<b>HQ</b>	<b>Headquarters</b>
<b>IDA</b>	<b>European Commission's DG Enterprise Data Interchange</b>
<b>ISO</b>	<b>International Organization for Standardization</b>
<b>ISTEA</b>	<b>Intermodal Surface Transportation Efficiency Act</b>
<b>MoReq</b>	<b>Model requirement for the Management of electronic records</b>
<b>PHR</b>	<b>Personal Health Record</b>
<b>PERODUA</b>	<b>Perusahaan Otomobil Kedua</b>
<b>PSSB</b>	<b>Perodua Sales Sdn Bhd</b>
<b>PMSB</b>	<b>Perodua Manufacturing Sdn Bhd</b>
<b>PEMSB</b>	<b>Perodua Engine Manufacturing Sdn Bhd</b>
<b>RAD</b>	<b>Rapid Application Development</b>
<b>RM</b>	<b>Records Management</b>
<b>SIS</b>	<b>Semantic Indexing System</b>
<b>UML</b>	<b>Unified Modeling Language</b>
<b>UETA</b>	<b>Uniform Electronic Transaction Act</b>
<b>USA</b>	<b>United States America</b>
<b>VB</b>	<b>Visual Basic</b>

## **CHAPTER ONE**

### **INTRODUCTION**

This chapter provides a description of the study. It contains the overview, background of the study and problem statement, research objectives, research question, research significant and scope of this study. The structure of the report for each chapter is presented in the last point respectively.

#### **1.1 Overview**

Competition in the new car market is fierce, dealers and manufacturers are constantly looking for ways to differentiate themselves to consumers, by managing cost-effective marketing and promotional campaigns and developing better relationships. As a leading automotive manufacturer, PERODUA Car Company can change their improvements in administration management to ease and speed up administrative responsibilities. All organizations include private and government sector all over the world use the concept of internetworking to ensure more accurate, efficient, increasing revenue and customer satisfaction, less time consuming performance as more organizations and companies are relying on their computer network and to control their business. This solution has significantly improved integration capabilities, increased efficiency, enhanced responsiveness, reduced cost and improved access to information for decision making (Microsoft BizTalk Server, 2009).

In this project the researcher choose PERODUA car company to develop basic prototype system, but effective, real time and reliable point of reporting for service dealers to support their daily operation (intake) to be implemented for

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